



Knowsley Council

DIGNITY IN CARE CHARTER

The Charter is part of a continuing process of ensuring people understand their rights and are empowered to make informed choices with regard to their care.

Those who commission services and those who provide them have a responsibility to ensure services are properly staffed and funded and that staff are properly trained, vetted, supervised and supported.

RESPECT

- Treat each person as an individual with their own needs, wants, desires and expectations and provide a personalised service.
- Listen and support people to express their needs and wants
- Have zero tolerance of all forms of abuse
- Promote and encourage positive and respectful attitudes and behaviour at all times
- Always address people using their preferred name
- Communicate in the language and form of their choice
- Respect people's rights to have relationships

PRIVACY

- Provide all personal, medical and nursing care or advice in privacy at all times
- Respect the person's right to privacy in their home or personal living space

SELF ESTEEM

- Protect individuals from discrimination and all forms of abuse or infringement of their human rights.
- Ensure that people feel able to complain without fear of any repercussions
- Ensure services respect people's needs and practices related to their disability and sexuality and their spiritual, linguistic, cultural, and dietary preferences.
- Act to alleviate loneliness and isolation

AUTONOMY

- Encourage independence and personal care choices and preferences
- Support people to achieve their personal aspirations and to develop their abilities in all aspects of their daily life
- Ensure that services involve service users and carers in planning and delivery and that their ideas and suggestions are reflected in practice
- Work to maintain all entitlements associated with citizenship.